

DISTRICT ACCESS TEAM

Fact Sheet

CalWORKs district offices have designated Eligibility Workers (EWs) and Homeless Case Managers (HCMs) from their Housing Program Unit as part of their Access Team to connect families with CalWORKs and available homeless programs and services. The EW/HCM teams are placed on an “on-call” basis to accept potential applications from Access Centers and shelters and to provide necessary information to Access Centers and homeless services providers (a signed/dated consent form from the family is required before any information can be shared).

Access Center/Shelter:

- Identifies homeless walk-in families needing assistance.
- Informs families of available services.
- Obtains identifying information from families agreeing to be assisted.
- Contacts District Access Teams for assistance.
- Provides transportation to district offices whenever possible.

Access Team staff:

- Determines whether family being referred is receiving CalWORKs or is potentially eligible.
- Reviews existing CalWORKs case to determine eligibility to homeless assistance and/or other benefits/services.
- Expedites application for CalWORKs and/or homeless assistance.
- Resolves any existing discrepancies in CalWORKs case.
- Connects family with the Homeless Case Management Program.
- Makes appropriate referrals for services.

Transportation to the district office is arranged with the shelter/Access Center if needed.

NOTE:

If the family cannot travel to the district office and the shelter/Access Center cannot provide transportation, the District Access Team (EW and HCM) will travel to the shelter/Access Center to assist the family as needed.